

Computer TELEPHONY DEMO 98 EXPO



business). If the caller has a machine with horsepower and a fat pipe, the agent and he can talk over the Net, while the agent pushes pages to him to show him where the info is he's looking for. If the customer's not so electronically equipped, y'all can chat via text window. If he's got one phone line and can't talk or chat over his computer, you can have him enter the number to be called back, and then flash him a message on his Web page when to expect a callback, to log off the Internet, and get ready to answer a phone call. Slick. The customer will be helped which makes not only for more sales, but upsells, too.